



RVLOCK SERVICE AND TROUBLESHOOTING

TI-171

DOORS

If Customer Service receives a call for RV Lock service, please use the following procedures for production and aftermarket issues:

Production (RV Locks included by OEM's as standard equipment) – handle through SW039

- Locking Handle Remote Motorized (black) – 252089
- Locking Handle Remote Motorized (white) – 252090
- Wireless Keypad – 252093
- Wireless Remote Fob – 302344

Please see included troubleshooting flow chart. If issue cannot be resolved by following the flow chart, please forward to (888) 316-9899 for assistance. For installation or programming questions, please refer to the document titled "Flow Instructions" in this document.

NOTE: If the keypad is the issue, it is not necessary for the entire lock set to be returned, only the keypad.

Aftermarket – Send to RVLock

- Support@RVLock.com
- (888) 316-9899

Removal of Existing Handle

1. Securely latch the door in the open position to make it easy to work on. This will keep it from moving while you are working.
2. Remove the four screws from the back of the existing handle; the back of the handle will fall away from the door.
3. Remove the two screws and the strike plate from the side of the door; you will now be able to remove the front portion of the handle.
4. Store all of the parts you just removed for possible future needs. New installation parts as well as screws are provided with your new RVLock Handle.

NOTE: At this point you are ready to install and program your new RVLock handle with your remote(s) and/or keypad.

Programming the RVLock

1. After carefully removing your new RVLock from its packaging, place all the parts on a soft towel to avoid scratches and dings.
2. Pull red tab to energize battery compartment. To change or verify batteries in handle, remove the two screws holding the plastic battery cover and install four AA alkaline batteries.

NOTE: Batteries last around 5-6 months. Remove batteries at end of season and/or during large gaps between trips to avoid draining batteries and possible acid damage.

3. Replace the battery cover making sure not to over tighten screws.
4. Slide the front of your new RVLock handle into the opening on the front of the door. While sliding it in, gently pull the wires ahead of the lock and through the opening making sure that they are not getting pinched. While holding the front handle in the door so that it does not fall, attach the new strike plate with the 2 shorter screws on the doors jamb side.



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5. While holding the back portion of your RVLock handle, connect the battery wires to the front portion of the handle that is already in the door. Make sure you hear the confirmation beep that the power has been connected.
6. Carefully align and attach the back handle while gently tucking excess wires into the void area. Holding the paddle of the back handle closed while inserting the paddle tooth into the front handle will make sure of a proper and aligned fit.

NOTE: Make sure not to pinch or cut wires during installation and make sure all wires are tucked out of the way of each screw opening and the mechanical parts of the handle. We are not responsible for damaged wires during installation.

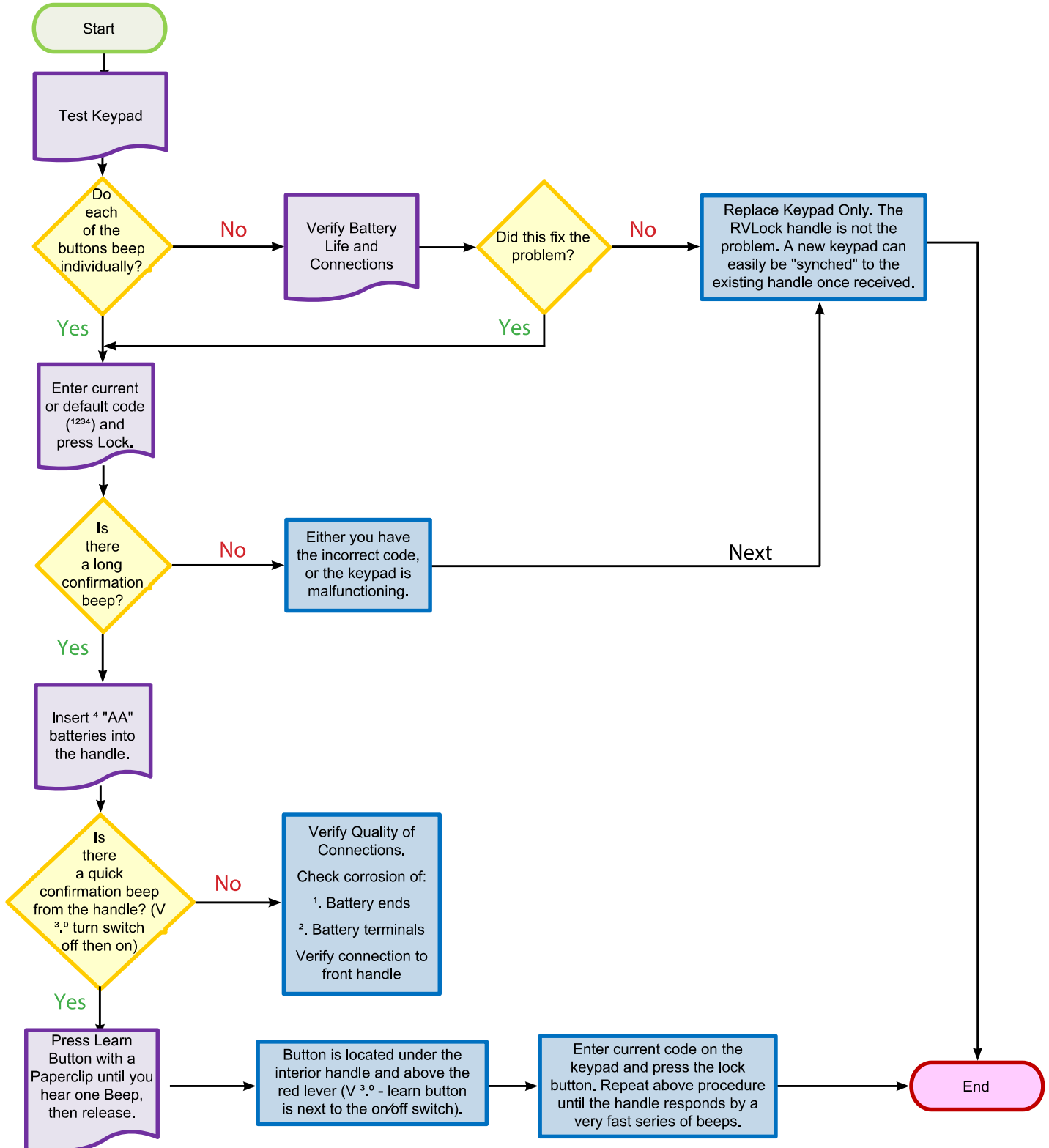
7. Next install the four longer installation screws, but be patient and read ahead as this is the most technical part of the installation – a long, skinny #2 Phillips screw driver will make this much easier. Make sure not to cross-thread the screws and do not scratch the side of the paddle portion of the handle while fastening the screws. Only tighten the screws tight enough to keep the lock securely against the door and do not tighten the screws at this point.
8. With the four semi-tightened screws in place, adjust the front handle in place so it is straight in the opening and hold it there while tightening the screws in the back of the handle. Securely tighten the four screws.

NOTE: Be aware as we are not responsible for stripped, cross-threaded or twisted-off screws.

9. Press the lock and unlock buttons on the RVLock remote(s) or, if you have a keypad - type in the numeric code (default code is 1234) and press the lock button on the keypad to make sure the lock functions. If they function, go to Step 12.
10. Press the learning button with a paper clip and then release after you hear a short beep. (This button is located through a pin hole under the interior handle. Lift the interior handle to see the pin hole.)
11. After you hear the “programming mode” beep, repeat pressing the lock button on your RVLock remote, or if you have the RVLock keypad, repeat typing in your numeric code and then pressing the lock button on the keypad until your RVLock handle confirms the programming with a series of fast beeps. You have approximately 10 seconds. (Example: 1-2-3-4 lock, 1-2-3-4 lock, 1-2-3-4 lock) Default code for all new keypads is 1234. If you would like to change your keypad code see instructions on reverse side after completing the installation process. If programming did not work or if you have additional remotes/keypads to program, repeat steps 10 and 11.
12. You have successfully finished the installation! Please always keep keys on the outside of the coach to avoid accidental lock out. Note: Make sure to place your keys and these instructions in the glove box of your truck or somewhere on the outside of the trailer, so they are available when and if you need them. Do not place your keys or these instructions in the trailer.

DOORS

RVLock Keyless Entry System Troubleshooting Flowchart



DOORS

Troubleshooting

- When someone has tried to open the door after the handle is locked, the dead bolt may be on a bind making it difficult for the handle to retract the dead bolt. Push the door closed tightly and retry the remote or use your key.
- Door is hard to shut or does not shut tight. Adjust the strike plate on the jamb side of your door.
- Fast beeps before the lock actuates means the batteries are getting low. Batteries should last around 5-6 months in between changes.
- To see a video of installation and programming, go to www.rvlock.com.

Programming a new code into your RVLock Keypad

Write your desired "new" code below and then read through all instructions before you start the programming process as this will make the programming much easier.

While holding down the "0" button, press and release the "lock" button, then release the "0" button as well. (You will hear a long confirmation beep – this signifies that you have entered the programming mode). Type in the keypad's existing code, for example 1234, then press lock. (1234 is the default code from the factory and only works until it has been changed).

Now type in the new code written below (up to 8 digits), then press lock.

Again type in the same new code as written below and again press lock. (Repeat this until a long confirmation beep from the keypad confirms and completes programming).

Test to ensure your new code works by typing in your new code and press the lock/unlock button. The keypad should confirm the accepted code by a long beep. If not, start again at Step 1.

Peel the double stick tape off the back of the Keypad and press firmly on a clean surface. Keypad will function best when within a closer proximity of the RVLock handle (Within 15-20').

NOTE: Keypad will reset to former operation after 10 seconds of being idle during programming mode. If you make a mistake simply wait 10 seconds and start over.

- Long beep – Confirmation/Functioning
- Five short beeps – Error/Wrong code
- You **MUST** always have the current code to change to a new one. There is no reset button or override code. If the code has been forgotten, the keypad **MUST** be replaced.
- Always keep your keys outside of your coach in case of electronics/battery failure.
- The CR2032 battery can be accessed by removing the two screws that hold the battery door in place on the bottom of the keypad.
- After installing a new battery, make sure to press battery door in firmly while tightening screws. This will allow the gaskets to seal up tight. Not pressing the battery door securely while tightening may result in water being able to access the interior of the keypad.

DOORS

Syncing the RVLock handle with your Keypad or Remotes

1. Lightly press the learning button with a paper clip through the pin hole located under the interior handle. A beep will confirm that you have entered the programming mode.
 2. Now repeat pressing the lock button on your remote until the handle confirms with a series of rapid beeps (usually takes one or two times). If you have a keypad, repeat typing in your numeric code and pressing the lock button until the handle confirms with a series of rapid beeps (usually takes one or two times).
- Default code for all new keypads is 1234. If you would like to change your keypad code see "Programming a new code into your RVLock Keypad" located above after completing this "syncing" process.
 - If programming did not work or if you have additional remotes to program, repeat steps 1 and 2.
 - You can have both a keypad and multiple remotes operating the same or multiple RVLock handles.

FAQs

- Q.** Can I replace my SouthCo Keyless entry lock with the RVLock
- A.** The RVLock IS a direct replacement/ interchangeable with Southco Keyless Locks.
- Q.** What do I do if I lose my key?
- A.** Email support@RVlock.com to request keys. Customers, OEM's and dealers can email requests for keys to the address. RVLock charges for a set of keys and the key # will need to be provided. Dealers or WD's who need master keys for RV Lock sets can also address through email address listed above.
- Q.** How do I order the RVLock (full-kit)?
- A.** Got to the website www.lci1.com or call (574) 537-8900.
- Q.** What if I lose my key fob?
- A.** Go to RVLock.com and one may be purchased direct.
- Q.** Is my wireless keypad waterproof?
- A.** Yes your wireless keypad is waterproof, however, power washing your coach or direct high impact water can breach the seal on your keypad and fill with water creating operating issues.
- Q.** What is my RVLock warranty period?
- A.** RVLock supplies a one year from date of purchase (DOP) as warranty term to LCI.
- Q.** If my keypad isn't functioning, do I need to return the entire lock mechanism?
- A.** No.
- Q.** Is the battery replaceable in my keypad?
- A.** Yes. Std 2032 watch battery.

DOORS

Fig. 1



252089 - Locking Handle Remote RV Lock (Black)

Fig. 2



252090 - Locking Handle Remote RV Lock (White)

Fig. 3



252093 - Wireless Keypad

Fig. 4



302344 - Wireless Remote Fob

As a supplier of components to the RV industry, safety, education and customer satisfaction are our primary concerns. Should you have any questions, please do not hesitate to contact us at (574) 537-8900 or by email at customerservice@lci1.com. Self-help tips, technical documents, product videos and a training class schedule are available at lci1.com or by downloading the MyLCI app.